



# Safe, Reliable Drinking Water

**City of Hillsboro Water Department  
2018 Annual Water Quality Report**



**Hillsboro's high-quality drinking water continues to  
meet and exceed all Federal and State standards.**

**Summary of 2017 Drinking Water Quality Test Results**

# Ensuring Water Quality and Quantity, Today and Tomorrow

## A Message from City of Hillsboro Utilities Commission

If you've been listening to the news about water struggles locally and across the world, you may be wondering how your drinking water measures up. This report explains how every drop of your drinking water is kept clean and safe through source protection, treatment, testing, and strong, resilient infrastructure.

Supplying our city with clean, dependable drinking water has been a top priority of the City of Hillsboro Utilities Commission and Water Department for more than 77 years. In fact, water quality safeguards are built into each step of our water system. Customers can depend on the safety, quality, and affordability of the water they use every day.

We are proud to be your local water service provider. Our experienced professionals are dedicated to serving you 365 days a year, 24 hours a day.

Respectfully,

**John Godsey**, Utilities Commission Chair

**David Judah**, Utilities Commissioner

**Deborah Raber**, Utilities Commissioner



*Utilities Commissioners David Judah,  
Deborah Raber, and John Godsey*

## About this Report

### Report Card for the Water Department

The drinking water quality data presented in the 2018 Drinking Water Quality Report is based on January to December 2017 water monitoring results. The report includes information about the City of Hillsboro's drinking water source, levels of any contaminants found, potential health effects of any contaminant detected at levels higher than the health standard, and contacts for additional sources of information. This report was prepared in accordance with the Environmental Protection Agencies' (EPA) Federal Safe Drinking Water Act and the Oregon Department of Public Health requirements.

For more information about this report, contact Lindsay Wochnick, Water Department Public Relations & Information Officer, at 503-615-6702 or [Lindsay.Wochnick@Hillsboro-Oregon.gov](mailto:Lindsay.Wochnick@Hillsboro-Oregon.gov).

# Providing Great Drinking Water

## Our Commitment to Customers



## Keeping Your Drinking Water Safe

Protection of public health is the Water Department's number one priority. Before water reaches your tap. It is filtered, cleaned, and treated in an extensive process that produces some of the highest quality drinking water in the region. In addition, water is routinely tested throughout Hillsboro's water system to ensure each drop is clean and safe for you and your family to drink and use.



## Water is a Smart Investment

The Water Department carefully manages drinking water rates to ensure equity and affordability across customer classes. We also finance major water infrastructure investments - including the addition of our second water source - over time, so people and businesses moving to our community in the future will pay their share of costs through water rates. Learn how water is a smart investment at [Hillsboro-Oregon.gov/WaterRates](https://Hillsboro-Oregon.gov/WaterRates).



## Developing a Reliable Supply for Tomorrow

The Water Department has planned years in advance to ensure there is plentiful drinking water today, tomorrow, and for our community's future generations. Currently, Hillsboro's sole water source is the upper Tualatin River. By 2026, projections show Hillsboro's water demand will more than double. To address this future need, a second source of water supplied from the mid-Willamette River and treated at a state-of-art filtration plant will help serve the Hillsboro community along with the upper-Tualatin River for the next 100 years. Learn more about Hillsboro's additional water source at [OurReliableWater.org](https://OurReliableWater.org).



## Hillsboro's Reliable Water Source

### *The upper-Tualatin River*

Every drop of water that runs through Hillsboro Water customers' taps is from a "surface water source," meaning it comes out of a river or reservoir.

Hillsboro's winter water source is the upper-Tualatin River. The Tualatin River's main stem is roughly 80 miles in length and flows generally from west to east. The river starts in the Tillamook State Forest in Washington County and finally discharges into the Willamette River near West Linn, Oregon. The Tualatin River has been Hillsboro's only winter water source for more than 77 years.

In the summer, the Tualatin River level drops too low for community use, so Hillsboro customers rely upon water stored in the Barney and Scoggins Reservoirs to meet demand. The Barney Reservoir is located in the Trask River Watershed at 1,640 feet above sea level and holds 20,000 acre-feet of water at capacity. An acre-foot is the amount that covers an acre with a foot of water. The Scoggins Reservoir, also known as Hagg Lake, covers 1,132 acres and stores approximately 59,950 acre-feet of water when full.



*Haines Falls on the upper-Tualatin River*

The Water Department proudly serves high-quality drinking water to more than 84,000 people in the City of Hillsboro and in rural Washington County.

## Investing in Our Water Future

### *The mid-Willamette River at Wilsonville*

The City of Hillsboro and the Tualatin Valley Water District are partnering to develop the mid-Willamette River at Wilsonville as an additional water supply source. The upper-Tualatin River will continue to be Hillsboro's primary water source, but in the next 25 to 50 years, the City anticipates the demand for approximately twice the amount of water currently available.

This additional water source will offer City of Hillsboro customers significant benefits, including excellent finished water quality, redundancy, ownership and control of the supply, year-round reliability, and better value.

Design and construction of the new Willamette Water Supply Program (WWSP) water delivery system is underway, and includes building:

- A modified water intake on the Willamette River at Wilsonville.
- A state-of-the-art water filtration facility in Tualatin/Sherwood.
- Water supply tanks in Beaverton.
- More than 30 miles of large-diameter transmission water pipeline traveling north from Wilsonville, through Beaverton, and into Hillsboro.

The WWSP has divided this major water infrastructure project into 10 smaller projects, to be built separately over several years, to allow business and contracting opportunities that benefit the local economy, provide jobs, and support regional economic development.

The entire WWSP system is being built to modern seismic standards and designed to withstand the impacts of a large earthquake or other natural disaster so that service can be quickly restored after a catastrophic event.

When complete and put into operation in 2026, the system will supply water to more than 350,000 Washington County residents and some of the state's largest employers for the next 100 years. For additional information, call 503-941-4570 or visit [OurReliableWater.org](https://www.ourreliablewater.org).

# Keeping Your Drinking Water Safe

## Water Treatment Process

The City of Hillsboro's water is drawn out of the upper-Tualatin River for filtration and treatment at either the Cherry Grove Slow Sand Filter Plant (SSF) or the Joint Water Commission (JWC) Water Treatment Plant. Both plants operate 365-days per year, 24-hours per day.

- **The SSF Filter Plant** is capable of treating up to three-million gallons per day (MGD) and provides water to Cherry Grove, the City of Gaston, the L.A. Water Co-op, Scoggins Valley, and Dilley. After treatment, SSF water flows through an 18-inch line to Dilley. Along the way, water is fed to Hillsboro's country and wholesale customers.
- **The JWC Water Treatment Plant** is the largest conventional water treatment plant in Oregon, capable of treating up to 75 MGD. It provides water to the JWC partner agencies of the cities of Hillsboro, Forest Grove, and Beaverton, and Tualatin Valley Water District, and also wholesales water to the City of North Plains.

Before reaching your tap, Hillsboro's water undergoes a comprehensive treatment and purification process to make it safe for you and your family to drink. The process is overseen by state licensed drinking water operators:

- **First, untreated water is drawn** from the upper-Tualatin River and pumped to a mixing tank where chlorine and alum are added. The chlorine serves as a disinfectant and the alum causes small particles to rapidly "floc" or adhere to one another, making them heavy enough to settle out of the water in a sediment basin.
- **After settling, polymer is added** to remove turbidity, a common measure of the clarity of water.
- **The water is then filtered** through layers of fine coal and silicate sand. As suspended particles are removed, turbidity disappears and clear water emerges. Removing turbidity is the best protection against Cryptosporidium.
- **At this point, the lowest quantity necessary of chlorine is added.** This kills harmful pathogens such as bacteria and viruses, and keeps these pathogens from growing out in the more than 300-miles of water pipelines in the City of Hillsboro.
- **Caustic soda is added** to adjust the final pH and alkalinity.
- **The treated or "finished water"** is then temporarily stored in an underground water storage reservoir.
- **Finally, finished water** is either pumped to the Fernhill Reservoirs or directly into the two large water transmission pipelines. From there, water travels into a network of storage reservoirs and distribution lines before arriving ready to drink at your tap.



Joint Water Commission Water Treatment Plant

## Definitions

### Water Quality Terms

Some of the terms and abbreviations contained in this report and table are unique to the water industry and may not be familiar to customers. They are explained below.

- **Action Level (AL):** The concentration of a contaminant which, if exceeded, triggers treatment or other requirements that a water system must follow.
- **Contaminant:** Potentially harmful physical, biological, chemical, or radiological substance.
- **Disinfection Byproducts (DBP):** Formed when disinfectants used in a water treatment react with bromide and/or natural organic matter present in the source water.
- **Maximum Contaminant Level (MCL):** The highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the Maximum Contaminant Level Goal as feasible using the best available treatment technology.
- **Maximum Contaminant Level Goal (MCLG):** Level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.
- **Maximum Residual Disinfectant Level (MRDL):** Highest level of a disinfectant allowed in drinking water. There is convincing evidence the addition of disinfectant is necessary for control of microbial contaminants.
- **Maximum Residual Disinfectant Level Goal (MRDLG):** Level of a drinking water disinfectant below which there is no known or expected health risk. MRDLGs do not reflect benefit of the use of disinfectants to control microbial contaminants.
- **mg/L:** Measurement of density.
- **Nephelometric Turbidity Units (NTU):** Measurement of the clarity, or turbidity of water. Turbidity in excess of five (5) NTU is just noticeable to the average person.
- **Non-detected (ND):** Not detected at or above the Maximum Contaminant Level (MCL).
- **Parts Per Billion (ppb):** Equivalent to micrograms per liter. One ppb is comparable to one drop of water in 55,000 gallons.
- **Parts per Million (ppm) or Milligrams per Liter (mg/L):** Equivalent to milligrams per liter. One ppm is comparable to one drop of water in 55 gallons.
- **pH:** Used to indicate the alkalinity or acidity of a substance as ranked on a scale from 1.0 to 14.0. Acidity increases as the pH gets lower.
- **Picocurie per Liter (pCi/L):** A unit of measure for the concentration of radiological substances in water.
- **Secondary MCL (SMCL):** A National Secondary Drinking Water Regulations (NSDWR or secondary standards) are non-enforceable guidelines regulating contaminants that may cause cosmetic effects (such as skin or tooth discoloration) or aesthetic effects (such as taste or color) in drinking water. EPA recommends secondary standards to water systems, but does not require systems to comply. However, states may choose to adopt them as enforceable standards.
- **Treatment Technique (TT):** Required process intended to reduce the level of a contaminant in drinking water.
- **Turbidity:** A measure of suspended material in water. In the water field, a turbidity measurement - expressed in Nephelometric Turbidity Units (NTU) - is used to indicate clarity of water.



# 2017 Sampling Results

## REGULATED SUBSTANCES

					JWC Plant System		Slow Sand Filter Plant			
Substance	Unit of Measure	Year Sampled	MCL (MRDL)	MCLG (MRDLG)	Amount Detected	Range Low-High	Amount Detected	Range Low-High	Violation?	Typical Source
Chlorine	ppm	2017	4	4	1.31	0.94–1.31	1.74	1.1–1.74	No	Additive controls microbes
Chromium	ppm	2017	0.1	0.1	ND	ND	ND	ND	No	Erosion of natural deposits
Nitrate (as Nitrogen)	ppm	2017	10	10	0.49	0.12–0.49	0.06	0.05–0.06	No	Runoff from fertilizer
Barium	ppm	2017	2	2	0.005	0.003–0.005	ND	ND	No	Erosion of natural deposits

## MICROBIOLOGICAL TESTING & TREATMENT CONSIDERATIONS

<i>E. coli</i>	Presence or Absence	2017	0	0	0	0	0	0	No	Human and animal fecal waste
Total Organic Carbons	ppm	2017	TT	NA	1.74	0.49–1.74	0.59	0.46–0.59	No	Naturally present in environment
Turbidity	NTU	2017	TT	NA	0.09	0.02–0.09	0.52	0.05–0.52	No	Soil run-off
Turbidity (Lowest monthly % of samples meeting limit)	NTU	2017	TT	NA	100%	100%	100%	100%	No	Soil run-off

## DISINFECTION BY-PRODUCTS (DBP)

Total Trihalomethanes	ppb	2017	80	NA	36.7	13.5–41.9	17.4	15.0–22.6	No	By-product of chlorination
Haloacetic Acid	ppb	2017	60	NA	30.9	15.3–36.6	18.6	14.4–22.2	No	By-product of chlorination

## LEAD & COPPER TESTING

Substance	Unit of Measure	Year Sampled	Action Level	MCLG (MRDLG)	Amount Detected	Sites Above	Amount Detected	Sites Above	Violation?	Typical Source
					90th Percentile	AL	90th Percentile	AL		
Lead	ppb	2015	15	0	2.5	0	4	1	No	Corrosion of plumbing
Copper	ppm	2015	1.3	1.3	0.1095	0	0.113	0	No	Erosion natural deposits

## OTHER ITEMS OF INTEREST (COMBINED RANGES FOR JWC & SSFP)

Substance	Year	Range (mg/L)	Substance	Year	Range (mg/L)	Other Items of Interest:	
Aluminum	2017	0–0.1	Iron/Orthophosphate	2017	ND–0.01	Fluoride:	Hillsboro does not Fluoridate
Ammonia	2017	ND	Silica	2017	14.6–16.6	Hardness:	18-44 mg/L = grains per gallon
Calcium	2017	4.63–5.81	Sodium	2017	3.39–11.1	pH:	(Normal range) 7.4 – 8.0
Chloride	2017	3.9–4.3	Sulfate	2017	1.2–14.6		
Magnesium	2017	1.59–2.02	Manganese	2017	ND–0.004		

During the past year, the Hillsboro Water Department has taken hundreds of water samples in order to determine the presence of any biological, inorganic, volatile organic, or synthetic organic contaminants. The table shows only contaminants that were detected and are considered a risk to health if over the Maximum Contaminant Level (MCL).

Although, all detections listed here are well under the Maximum Contaminant Level (MCL), it is important to us that you know exactly what was detected and how much of the substance was present in the water. A more detailed list of sampling completed in 2017 is available on the Joint Water Commission website at: [JWCWater.org](http://JWCWater.org).

## Sources of Drinking Water

### Public Health Protection

In order to ensure your tap water is safe to drink, the EPA prescribes regulations that limit the amount of certain contaminants in water provided by public water systems. Federal Drug Administration regulations establish limits for contaminants in bottled water which must provide protection for public health.

Sources of drinking water - both tap water and bottled water - include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally-occurring minerals and, in some cases, radioactive material. It can also pick up substances resulting from human activity and the presence of animals. Contaminants may include the following:

- **Microbial contaminants:** Viruses, bacteria, and other microbes that may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.
- **Inorganic contaminants:** Salts and metals, which can be naturally occurring or result from urban storm water runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.
- **Pesticides and herbicides:** Chemical substances resulting from a variety of sources, such as agricultural and urban storm water runoff, and residential uses.
- **Organic chemical contaminants:** Substances including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, and also may come from gas stations, urban storm water runoff, and septic systems.
- **Radioactive contaminants:** Substances that can be naturally occurring or be the result of oil and gas production, and mining activities.

All drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that the water poses a health risk.

## Important Information

### Vulnerable Populations

Some people may be more vulnerable to contaminants in drinking water than the general population. Immunocompromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with Human Immunodeficiency Virus/Acquired Immune Deficiency Syndrome or other immune system disorders, some elderly, and infants, may be more vulnerable to contaminants in drinking water and can be particularly at risk from infections. These persons are encouraged to seek advice about drinking water from their health-care providers.

For more information about contaminants and potential health effects, or to receive a copy of the EPA and the U.S. Centers for Disease Control (CDC) guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and microbiological contaminants, call the EPA Safe Drinking Water Hotline at 1-800-426-4791 or visit [EPA.gov/Ground-Water-and-Drinking-Water/Safe-drinking-Water-Hotline](https://www.epa.gov/ground-water-and-drinking-water/safe-drinking-water-hotline).

## Source Water Assessment

### Protecting Our Current Water Source

In 2005, the Oregon Health Authority (OHA) and the Department of Environmental Quality conducted a source water assessment. The report identified and inventoried surface areas supplying water to the intake structures collecting water on the Tualatin River and potential contaminant sources that may affect the water supply.

A total of 306 potential contaminant sources were identified. Of those, 295 sources are located in sensitive areas with high soil permeability, high soil erosion potential, high run-off potential, and areas within 1,000 feet of a river or stream. Potential sources of watershed contamination included agricultural/forest management applications, commercial land uses, residential/municipal land uses, and landslide and clear-cut forest areas. These are the existing potential sources of contamination that could, if improperly managed or released, affect the water quality in the watershed.

To view a summary of the assessment, call 503-615-6702 or e-mail [Lindsay.Wochnick@Hillsboro-Oregon.gov](mailto:Lindsay.Wochnick@Hillsboro-Oregon.gov).

## Collecting & Testing Water Samples

### Ensuring Water Quality

The Water Department is committed to protecting public health and providing customers with safe drinking water. To ensure your drinking water meets or exceeds state and federal drinking water standards, hundreds of water samples are collected each month and tested by a State-certified laboratory.

- **Coliform Bacteria:** The Water Department collects water samples throughout the service area to test for coliform bacteria. Most coliforms are not harmful, but they can be an indicator that other disease-causing organisms may be present. If testing indicates that a routine sample contains coliforms, a set of repeat samples are collected and analyzed to determine whether any disease-causing organisms are present.
- **Cryptosporidium (Crypto) and Giardia:** The Water Department has tested for Cryptosporidium (Crypto) and Giardia in both raw and treated water since 1980. Since that time, a viable indication has never detected either in the treated drinking water. Crypto and Giardia are microscopic organisms that, when ingested, may cause gastrointestinal symptoms. There are no EPA mandated Maximum Contaminant Levels (MCL) required for either organisms. MCLs are standards that are set by the EPA for drinking water quality. An MCL is the legal threshold limit on the amount of a substance that is allowed in public water systems under the Safe Drinking Water Act.

Due to the potential health effects of these organisms, the water treatment plants filter and chlorinate each drop of drinking water delivered to Hillsboro Water customers. While testing of raw (or pre-treated) source water has detected small amounts of these organisms, the treatment process of filtration and disinfection prevents the organisms from causing public health issues for Hillsboro Water customers.



Most of Hillsboro's tap water begins as rainfall in the Tillamook State Forest, about 50 river miles west of Hillsboro.

## TILLAMOOK STATE FOREST

Rain water is captured in the Barney and Scoggins Reservoirs (Hagg Lake) and supplements the upper-Tualatin River in summer months.

**BARNEY RESERVOIR**

**SCOGGINS RESERVOIR (HAGG LAKE)**

**UPPER-TUALATIN RIVER**

Hillsboro's current drinking water source is the upper-Tualatin River which begins in the Tillamook State Forest.

**CHERRY GROVE SLOW SAND FILTER PLANT**

Water travels 56 river miles before being drawn out of the upper-Tualatin River for filtration and treatment at either the Cherry Grove Slow Sand Filter Plant (SSF) or the Joint Water Commission (JWC) Water Treatment Plant. Both plants operate 365-days a year, 24-hours a day.

**WATER INTAKE**

**JOINT WATER COMMISSION WATER TREATMENT PLANT**

Our water distribution system and water treatment plants are maintained, evaluated, and upgraded regularly to stay in line with advancements in technology, health science, and government regulations.

**FERNHILL RESERVOIRS**

Water is delivered to Hillsboro by 2 large transmission lines.

Hillsboro customers use 17 million gallons on an average day, up to 33 million on a summer day.

## City of Hillsboro

331 miles of water pipeline ranging in size from 4 to 24 inches deliver water straight to your tap.

Hillsboro Water maintains more than 2,500 hydrants for fire suppression.

3 in-town reservoirs can store up to 30.5 million gallons of finished water.

To address long-term future water need, Hillsboro will add a second water source, the mid-Willamette River, by 2026.

**Future Water Intake**

**MID-WILLAMETTE RIVER**

**WILSONVILLE**



## Drinking Water and Lead

### Testing to Ensure Safe Drinking Water

Protection of public health is the Water Department's number one priority. Water is tested regularly to ensure every drop in the Hillsboro water system is safe to drink.

**How does lead get into water?** Household plumbing is the main source of lead in drinking water. This is usually from lead solder used in homes built or plumbed with copper pipes before 1985. Lead can also be found in brass plumbing fixtures and components. Lead can enter drinking water when service lines, pipes in the home and other plumbing fixtures, or solder that contain lead corrodes.

**Who is most at risk?** Pregnant women, young children, infants, and fetuses are particularly vulnerable to lead. Physical and behavioral effects of lead occur at lower exposure levels in children than in adults.

**Is there lead in Hillsboro's water?** There are no known lead service lines or infrastructure components in Hillsboro's water distribution system.

**Does Hillsboro monitor for lead in water?** Yes. Water providers, including the Water Department, test for lead and copper on a required schedule set by the State of Oregon Health Department. Testing ensures water consumed by customers and their families meet safe drinking water standards.

**How does Hillsboro test for lead?** As lead in drinking water is primarily from materials and components associated with customer's service lines and home plumbing, the Water Department conducts testing directly at customer's taps instead of in the distribution system. The process includes collecting water samples from at least 30 Hillsboro homes constructed from 1970 to 1985. Homes built during this timeframe are considered at highest risk for lead exposure through household plumbing sources. Samples are then shipped to an OHA-accredited laboratory for testing. The lab performs water analysis work and returns results to the Water Department. The Water Department then communicates results to customers.

The Water Department began sampling for lead and copper in 1992 and has never exceeded the EPA's action level in the city system. The next round of testing will occur this year. Results from past lead and copper testing can be found on the State's website at [YourWater.Oregon.gov](http://YourWater.Oregon.gov).

**Is Hillsboro's water treated to reduce lead and copper levels?** Even though any lead leaching comes from the customer's plumbing, the Water Department is required to provide treatment protection to minimize leaching. All water delivered to homes and businesses in the Water Department's service area has gone through optimized treatment for corrosion control. A form of soda ash is used to raise the pH and reduce the corrosiveness of the water to reduce the potential for lead to leach from private plumbing fixtures.

**Does Hillsboro offer free Lead-in-Water tests?** Yes. Water Department customers - including residents, licensed childcare facilities, and nonprofit organizations - can request a free water quality sampling kit at **503-615-6702**, online at [Hillsboro-Oregon.gov/Lead](http://Hillsboro-Oregon.gov/Lead), or by visiting the **third floor of the Hillsboro Civic Center at 150 East Main**.

For additional information, call the EPA Safe Drinking Water Hotline at **1-800-426-4791** or visit [EPA.gov/Ground-Water-and-Drinking-Water/Safe-drinking-Water-Hotline](http://EPA.gov/Ground-Water-and-Drinking-Water/Safe-drinking-Water-Hotline).



## FAQs

### Commonly Asked Questions

**Is the water fluoridated?** No. The Water Department does not fluoridate its water supply. Check with your dentist to see if supplemental fluoride is recommended for your family.

**Is Hillsboro's water hard or soft?** Soft. The hardness of water is measured in grains per gallon (gpg). The Water Department's water is soft, measuring at about two to three gpg.

**What is the pH of our drinking water?** The Water Department's water is buffered to reduce pipe corrosion and protect against lead and copper exposure. The normal pH range for your drinking water is 7.2 - 8.2.

**Does the City of Hillsboro offer rebates for water conservation?** Yes. The Water Department offers rebates for purchasing and installing new Energy Star qualified Washing Machines and WaterSense labeled high-efficiency toilets and weather-based irrigation controllers. Requirements and how to apply at [Hillsboro-Oregon.gov/Rebates](http://Hillsboro-Oregon.gov/Rebates).

**How often are backflow prevention device tests required?** To help safeguard Hillsboro's public water system from pollution and contamination, the Water Department requires residential customers to test their backflow prevention assemblies by July 1 of each year. A list of certified backflow assembly testers and frequently asked questions are available at [Hillsboro-Oregon.gov/Backflow](http://Hillsboro-Oregon.gov/Backflow).

**How can I pay my Utility Bill?** There are five convenient ways to pay your City Utility Bill, including online, phone, drop box, in-person, and by mail. Find the best method that works for you at [Hillsboro-Oregon.gov/PayBill](http://Hillsboro-Oregon.gov/PayBill).

**Why is the City of Hillsboro moving customers to monthly utility billing?** All customers will be moved to monthly utility billing by 2020. Monthly billing will provide customers the opportunity to improve budget planning, manage water consumption on a monthly rather than bi-monthly basis, and be alerted to possible leaks in a timelier manner. Details at [Hillsboro-Oregon.gov/UtilityBilling](http://Hillsboro-Oregon.gov/UtilityBilling).

**How are you planning for our water future?** Along with developing the mid-Willamette River at Wilsonville as an additional water supply source for the City of Hillsboro, the Water Department is in the process of updating the Water Supply Master Plan. The plan analyzes the City's water system and details strategies for continuing to provide a safe, reliable, and sustainable water supply in a cost-effective manner over the next 20 years. A draft plan will be available for public comment in summer 2018. Stay up-to-date and learn about the different ways to provide feedback at [Hillsboro-Oregon.gov/WaterMasterPlan](http://Hillsboro-Oregon.gov/WaterMasterPlan).



## Contact Information

- Drinking Water Portion of the Utility Bill: **503-681-6163**
- Water Quality & Pressure: **503-615-6702**
- Water Conservation & Rebates: **503-615-6737**
- Backflow Prevention: **503-615-6723**
- Hillsboro's Future Water Source: **503-941-4563**
- Lead-in-Water Information: **503-615-6702**
- Water Emergency: **503-615-6700**
- After-Hours Water Emergency (Pager): **503-615-6775**
- E-Mail: [Hillsboro-Oregon.gov/City-Services-Overview/Contact-Us/Suggestion-Box/Water-Suggestion-Box](mailto:Hillsboro-Oregon.gov/City-Services-Overview/Contact-Us/Suggestion-Box/Water-Suggestion-Box)



## Opportunities for Public Participation

- **Monthly Public Meeting:** The City of Hillsboro Utilities Commission meets the second Tuesday each month at 1:30 pm in the Hillsboro Civic Center Conference Room 207 at 150 E Main Street, Hillsboro, Oregon 97123. Meetings are open to the public and agenda packets are posted in advance at [Hillsboro-Oregon.gov/Water](http://Hillsboro-Oregon.gov/Water).
- **Water Rate Public Hearing:** In fall 2018, the City of Hillsboro Utilities Commission will hold a Public Hearing to discuss a proposed water rate increase for all retail customer classes. Details about the rate setting process and specifics on the Public Hearing – including date, time, and location - will be available in the near future online at [Hillsboro-Oregon.gov/WaterRates](http://Hillsboro-Oregon.gov/WaterRates) and advertised in the September/October 2018 City Views Newsletter.

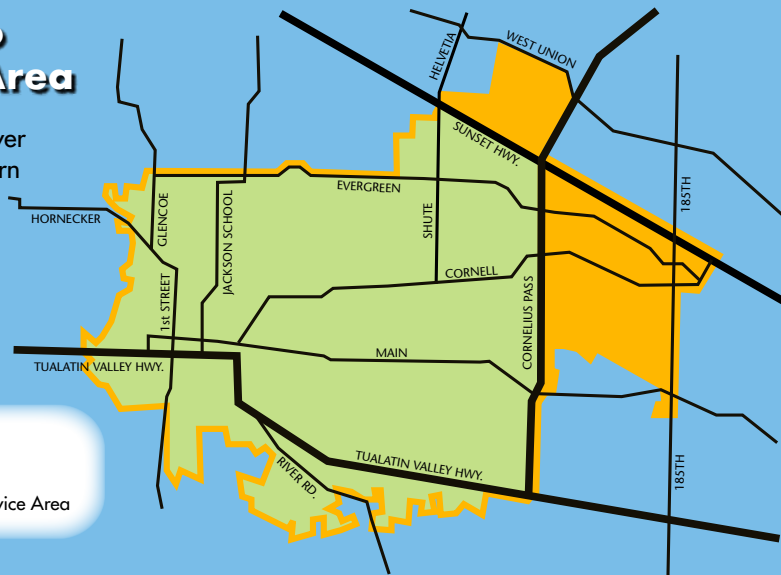
## City of Hillsboro Water Service Area

Service is also provided to over 600 rural customers in western Washington County.



### KEY

- Hillsboro City Limits
- Hillsboro Water Department Service Area



**Hillsboro Water Department**  
150 East Main Street, Hillsboro, OR 97123  
[Hillsboro-Oregon.gov/Water](http://Hillsboro-Oregon.gov/Water)  
503-615-6702



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